

Our Customer Service Commitment

We work to provide the best possible customer experience in every interaction we have with you, our customers. Our customer service commitment outlines the standards of service you can expect to receive each time you connect with us.

Our standards of service are based on:



Consistency

We will deliver clear and consistent service **with a positive, solution-oriented, and helpful attitude.**



Quality

We will deliver accurate and effective service. Our goal is always to **do things right the first time.** If we make a mistake, we will **hold ourselves accountable** and do our best to fix it.



Accessibility

We will make it easy for you to do business with us. **We value inclusivity, openness, and transparency.**

★ **Your inquiry is important to us. Throughout our interactions with you, we will:**

- attend to your inquiry promptly and strive to anticipate your needs;
- try our best to answer your inquiry and, if we cannot, we will, whenever possible, personally connect you to someone who can;
- be professional, courteous, attentive, and respectful;
- be considerate of your private information and treat it as confidential;
- respond to your inquiry using clear, concise language that is easily understood;
- customize our response so that it's relevant to you;
- provide accurate and consistent information;
- keep you informed of the progress of your inquiry and inform you of any delays;
- be aware that you may have unique needs and endeavor to identify service options that work for you; and
- continuously use your feedback to improve our service.



We are here to help you. When you contact us, we will:

- identify ourselves by name and area of business; and
- acknowledge receipt of your message or inquiry within one business day and let you know as soon as possible when you can expect to receive a response.



Our website and social media channels are part of our customer service commitment. We will:

- maintain our website with accurate information that is easy to locate and understand;
- provide user-friendly, online services that are accessible during non-business hours; and
- promote City services and events whenever possible.



How you can help

 **Customer service involves two-way communication. You can help us serve you better by:**

- treating our staff with courtesy and respect;
- seeking out information available through our online tools and resources;
- providing us with requested information in a timely manner;
- letting us know if your contact details change;
- participating in public engagement processes so that we can understand your views; and
- providing us with feedback so we can assess and continuously improve our performance and standards of service.

We value your feedback

If we have exceeded your expectations, please let us know so we can understand what we're doing well and continue to serve our customers in ways that work for them.

If we did not meet your expectations, please let us know so we can identify opportunities for improvement and make changes as necessary to serve you better.

We also welcome feedback on how to improve accessibility for the City of Port Moody's programs, services, and facilities. If you have experienced or witnessed a barrier and you would like to tell us about it, please use our [online form](#) or email accessibility@portmoody.ca. To request a different way to provide feedback, please contact the City by email, mail, or call 604.469.4500 and we will work with you to accommodate your preferred way to submit feedback.

The City defines a complaint as: *an expression of dissatisfaction with the products or services of the City and its contractors, or with the actions of employees or Council in the provision of those products and services.*

The City of Port Moody takes all complaints seriously. If you lodge a complaint, we will process it efficiently and fairly. The City will respond to your feedback or complaint within seven business days. If your complaint requires in-depth investigation, we will let you know when you can expect a response, and we will keep you informed about the progress of your complaint.

To share a compliment or feedback, or to submit a complaint, visit portmoody.ca/feedback, or email info@portmoody.ca. Alternatively, you can contact us by phone or visit us in person.

Contact us

	100 Newport Drive, Port Moody, B.C., V3H 5C3
	Monday to Friday, 8:30am–5pm
	info@portmoody.ca
	portmoody.ca/feedback
	portmoody.ca/accessibilityform
	City Hall - 604.469.4500
	Port Moody Fire Rescue - 604.469.7795
	Port Moody Police - 604.461.3456